



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James Art Unit: 2642
Serial No.: 09/584,306
Filed: May 31, 2000
For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER
Attorney
Docket No.: 77526

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In conjunction with the Request for Continued Examination filed herewith, please amend the above-identified application as follows: